

DEVON AND CORNWALL POLICE AUTHORITY

MINUTES of a meeting of the **Devon and Cornwall Police Authority** held at Police Headquarters, Middlemoor, Exeter on **Friday 23rd April 2010, commencing at 10:00hrs.**

Present:

Chairman..... Mr M Bull

Vice-Chairman..... Mr B Preston

Mr M Clayton, Sir S Day, Mrs L Dunn, Mr B Greenslade, Mr M Hicks, Mrs J Zito, Mr D Percival, Mr D Money, Ms J Norton, Mrs J Owen, Mrs L Price, Lady J Stanhope, Mrs L Williams, Mr J Hart and Mr B Jenkin

Independent Member of Standards Committee: Mr M Harvey

Officers in Attendance

Police Authority:

Ms S Howl (Chief Executive) Mr S Barrett (Interim Treasurer) and Mrs N Martin (Personal Assistant to the Chief Executive)

Police Force:

Mr S Otter (Chief Constable), Ms D Simpson (Assistant Chief Constable) and Mr C Haselden (Director of Human Resources)

P/2411 Apologies for Absence

Apologies for absence were received from Mr M Hodge and Mrs V Pengelly.

The Chairman welcomed Mrs Zito to the meeting after a period of absence and Katerina Chlumska (work experience student) who was currently shadowing Councillor John Hart.

Members were informed of a technical issue with the Webcasting equipment which meant that the meeting would not be broadcast live, however, would be recorded and uploaded onto the Devon and Cornwall Police Authority's website in due course. Apologies were given to Members of the public for the inconvenience this may cause.

The Chairman announced that at the last Police Authority Seminar it was agreed that the Authority would establish a working party to oversee the work on the preparation of the Police Authority's Strategic and Business Plan. The first meeting of this group will take place today at 2pm.

P/2412 Declarations of Interest

The following declarations of interest were received.

Name	Agenda Item	Minute ref	Interest	Details	Action taken
All Members	12		Personal	Member Allowances	Spoke and Voted.

P/2413 Items Requiring Urgent Attention

There were no items requiring urgent attention.

P/2414 Questions raised under Standing Order No. 6

No questions were raised under Standing Order No. 6

P/2415 Minutes

Subject to minor alterations, the minutes were agreed as a correct record.

RESOLVED that the minutes, subject to alterations, of the 12th February 2010 be confirmed as a correct record.

P/2416 Performance Reports

The Chair of the Performance Management Committee gave a brief update on the key issues arising at the recent meeting of the committee and referred Members' to the last set of minutes.

Assistant Chief Constable Simpson presented a report summarising the performance activity of the Constabulary to meet its targets set by the Authority in its Annual Plan and this was considered. iQuanta data was used to benchmark with most similar police forces.

Issues discussed during consideration of this item included:

- That the figures for the third quarter (which is up to the end of December 2009) of the British Crime Survey (BCS) had been published. ACC Simpson informed Members that her presentation would be based on the full performance year including the fourth quarter data
- That the Public Confidence percentage within the presentation was based on the latest data the Force had at the time the report was prepared. After release of the third quarter of BCS figures the percentage is now at 47.1%.
- That the Force is looking at good practice from Local Policing Areas in relation to Public Confidence and will look to promulgate this across all of the Force area.
- That the Police Performance Steering Group had been written to by HMIC asking how the Force is dealing with the low Confidence figures, of which the Chairman of Devon and Cornwall Police Authority responded.
- That the Force have looked at best practice from the National Improvement Agency (NPIA) and from other Forces as well as their own analysis in relation to Public Confidence. An extensive action plan has also been written.
- That the Force is looking into detail at the performance around the question relating to keeping the public informed. The Force is currently 42nd out of 42 in this area. The NPIA Confidence Team are helping the Force by giving them examples of good practice from other Forces to help Devon and Cornwall improve in this particular area.
- A peer review has taken place where 30 members of staff visited different areas to see what was occurring. They concentrated on front level intervention and a comprehensive document was then prepared by the Force Performance Department detailing what the Force need to look for.
- A Member queried if the massive upheaval in local authorities in both Devon and Cornwall over the last 12 months, much of it unwelcome, could be a negative factor for the confidence target and suggested asking the NPIA if they have any experience from anywhere else in the country
- That there seems to be a clear distinction around the questions that are solely Police related and the questions that mention both Police and Council
- A Member highlighted that there appears to be an issue around incivility and asked the Force if this was included in their action plan and if any training would be undertaken in this area to tackle the issue. Members were reassured that this issue has been looked into at Force Performance Meetings and specific training is being looked into for example, Call Handlers and individuals that are brought to their attention

- Members expressed great concerns with the current levels of performance around Public Confidence and the supplementary questions and questioned whether this is be down to the general 'basics' of policing
- Public perception around what they believe the Police are 'there to do' for example parking enforcement - this will have a negative effect on public confidence
- The importance of making it clear to the NPIA where the Force need specific help
- Update on the work being undertaken by the Force and the Chief Executive's of Councils to try and gain wholly integrated services at a local level
- A Member asked how performance figures were communicated to front line staff. The Chief Constable informed Members that the Force have a cascade briefing system where all staff meet with line managers where the information is relayed face to face. The information is also available via other methods such as the force intranet.
- Whether or not Public Confidence is high on the Councils radar
- The Chief Constable confirmed that all Chief Executive's of Councils have been written to and several Seminars have been held in relation to Public Confidence. British Crime Survey data is also sent to them directly by the Force. The Chief Constable highlighted that he hoped the Local Authorities Performance Departments are looking and are interested in this data and are communicating it to Councillors.
- That positive feedback was received following a trip to the Police Headquarters by Councillors
- That a new initiative in Exeter called 'My Neighbourhood' is making a very positive difference
- That Members could do more to move Public Confidence up the agenda for example, at CDRP meetings.
- The importance for the Devon Strategic Partnership (DSP) to start to work more as a group and take a lead around current issues. Members were informed that the DSP are currently looking at reviewing their Strategic Plan and have held a number of discussion groups. Questionnaires asking what the headline priorities should be have also been circulated for completion. The Chairman confirmed that he had asked for a public confidence measure of public services.
- The need to communicate better with Local Parish Councils so they are able to relay the information to the public at Parish Meetings.
- The high number of members of the public answering 'neither agree nor disagree' within the survey and the impact this will have on confidence performance.
- That the Force did not meet the target for 'User Satisfaction – Whole Experience'. The Force will be concentrating on this area to try and raise the satisfaction level. It was highlighted that the target has also been raised for the coming performance year.
- That the Force are currently above their target of 94% for User Satisfaction – Ease of Contact. An increase of 0.2% would see Devon and Cornwall be in the top 10 Forces nationally for this performance area.
- That the Force are currently above their target of 80% in User Satisfaction Whole Experience (Anti-Social Behaviour Incidents). It was highlighted that more work needs to go into this area as it is has an impact on the Public Confidence and satisfaction targets. Members were encouraged by the progress in this target.
- That the target for User Satisfaction Whole Experience (Racist Incidents) was not achieved however, the target has seen an improving trend. Members were informed that robust management takes place throughout the BCU's in relation to this target. A Member queried if the Force survey hate crime generally, it was confirmed that the Force will be doing this in the near future due to the target being broadened.
- That the Force has seen a 9% reduction in crime across Devon and Cornwall and that the Restorative Justice is having a positive effect within communities.
- The Force is currently focusing on 'Serious Violent Crime' within the Violence with Injury target due to the increase. Extensive work and research in relation to these crimes is taking place and a

report will be taken to the Performance Management Committee to update Members on the findings and action plan. There appears to be four key themes relating to Violence with Injury they are; evening and night time economy, vulnerable victims, weapon usage and serious violence in the home.

RESOLVED to note the reports.

P/2417 Chief Constable's Report

The Chief Constable's update report to the Police Authority was tabled. Members were informed that a new format of the report would be tabled at the next meeting and would focus more on risks and public confidence.

Issues discussed during consideration of this item included:

- The competitive dialogue for the 2012 Programme has now closed and the two bidders have both submitted final tenders. This evaluation process will take approximately 6 weeks.
- The preferred bidder should be identified by mid May but this will not be announced until after a Gateway 3 review, the Task and Finish Group meeting and the Programme Board meeting. Final authorisation for award of contract is scheduled for the June full Police Authority meeting
- The Chief Officer Group met on 18 March 2010 and agreed a set of 'Operating Principles' intended to provide the foundations for the remainder of the Blueprint work. A challenging timeline has been agreed with COG, detailing a final report date for the Blueprint of 26 July 2010.
- The benefits of Operation QUEST I continue to be realised. Efficiency savings as of 19 March stand at 88,958 hours of officer and staff time saved by improved processes, equivalent to £1,866,449. At national policing conferences Operation QUEST in Devon and Cornwall is being quoted as an example of best practice by the Minister of State for Policing, Rt.Hon. David Hanson MP.
- On 8 March 2010 the Crime and Incident Process Review Team implemented new operational processes to drive up customer satisfaction across the Force. The 3 BCU Support Teams have been closed and 20 Constables and 2 Sergeants have migrated successfully into the two respective Force Control Rooms at Exeter and Plymouth. The transition has seen an immediate marked improvement in the volume of desk-top resolution at the first point of contact and open OIS logs force-wide have been reduced by approximately 20%.
- During March the Active Customer Team contacted over 900 victims of crime and 66 persons who had been involved in damage only road traffic collisions which the police attended. Initial feedback from the public has been extremely positive.
- The Modernising Charging process was implemented on 29 March. This provides charging advice by telephone, similar to that provided out of hours by CPS Direct and creates savings in Police Officer time in gaining timely advice. Although there were some initial IT problems the CPS lawyers have answered approximately 85% of calls within a minute and feedback from staff has been generally positive. A total of 76% of referrals have resulted in charging decisions and only 8% have led to no further action being taken.
- As a result of the City Centre Neighbourhood teams' desire to improve the quality of life for the citizens and visitors of Exeter by reducing the incidents of anti social behaviour within the city centre, a partnership approach was adopted. Bringing together the Neighbourhood teams; Exeter City Council; Exeter Business Against Crime and individual shop owners it was decided to

consider using anti social behaviour legislation to address this issue. With the help of Legal Services six individuals were identified as potential subjects for Anti Social Behaviour Orders.

- The effectiveness of these proceedings is evidenced in the number of antisocial behaviour logs that have been generated in the relevant beat code in Exeter. January/February 2009 saw 254 logs in this category. The same period this year has seen a reduction of 59% to 103.
- The Serious Case Review commissioned by the Children and Young People's Trust Board into 'Little Teds Nursery' was submitted to Government Office and Ofsted at the end of March. Publication of the final report is awaited but will be shared with parents and the family of those involved prior to any wider circulation.
- Members asked if there had been any update as to why there is such a high number of 'not stated' within the ethnicity data. A full explanation was given by the Force.
- A query around 'Police Officer Strength' was raised within the Human Resources report. Members emphasised the importance of Police Officers not returning to back office functions. The query was answered in full and Members were re-assured that this was not the case.
- A Member highlighted that she had been approached by local media to comment on a story regarding the increase of the budget for the Police Press Office/Communications Department whilst at a time of job losses. The Force confirmed that the increase to the budget was for the whole Corporate Communications Department not just the Press Office. This was largely due to investments such as the new Devon and Cornwall Police Neighbourhood Policing Website.
- A Member queried what return we were seeing in relation to the Operation Quest investment. The Chief Constable informed Members that a briefing would be sent to them following the meeting.

RESOLVED to note the report.

P/2418 Regional Collaboration

The Chief Executive presented her report which summarised recent progress made by the five Police Authorities and five Police Forces in the South West region to collaborate, in support of the vision 'to make the South West safer and increase public confidence in policing'. A high level of debate and scrutiny took place around the table.

Issues discussed during consideration of this item included:

- The Police Authority Joint Committee (PAJC) met for the first time on 1st February 2010 at Salisbury Police Station in Wiltshire. Administrative arrangements including Terms of Reference, main responsibilities and Standing Orders are to be agreed at the next meeting of the PAJC, now scheduled for the 4th May 2010 at Dillington House. It has been agreed that those in attendance will include two Members from each Police Authority with Chief Executives and Treasurers of the Authorities, Chief Constables and the Senior Responsible Owner, who are entitled to attend as professional advisors.
- At the inaugural meeting, it was resolved that Mike Bull (Devon and Cornwall) be elected Chairman of the PAJC and Chris Hoare (Wiltshire) be elected as Vice Chairman.
- By the time of the inaugural meeting, Avon and Somerset Police Authority had chosen not to be part of the PAJC, but it was agreed that the Chairman of the PAJC (Mike Bull) would approach the Chair of Avon and Somerset Police Authority, with a view to encouraging them to reconsider their position. The fact that the five forces of the region already work collaboratively on operational policing matters would not be affected by the work of the PAJC.
- On 31st March 2010, Avon and Somerset Police Authority voted to become a full Member of the PAJC, this enabling the joint committee to speak for all five Police Authorities and have a mandate to drive and oversee the regions collaborative activities, working within the parameters and plans delegated to it by its five parent authorities.

- Chiefs and Chairs have agreed to appoint a new full-time Deputy Chief Constable to drive the collaboration agenda, and act as Senior Responsible Officer for the Collaboration Programme. This will mirror arrangements put in place in Wales 12 months ago and being considered elsewhere. The new Deputy Chief Constable will be responsible for driving standardisation, simplification and harmonisation across the region and will be looking to promote shared arrangements wherever they can bring benefits to the public.
- A Member asked how a new Deputy Chief Constable would be supported and would it be realistic for him/her to work on their own. The Chief Constable explained that there is currently an established Programme Team who are funded through the collaboration project who the appointed Deputy Chief Constable would work with.
- A number of Members raised that they would like to see equal funding for the position. The Chief Constable informed Members that the current agreement is to fund on 'budget size' which would mean that Devon and Cornwall's share of funding would be larger than others. This was agreed at the PAJC and was considered the fairest option.
- The Chief Executive confirmed that these arrangements are currently ongoing. A paper will be taken to the next PAJC on the 4th May 2010 which will cover the duties of the post, the support mechanisms for the post and funding. The two main options for the funding of the post are for equal shares or proportionate funding.
- The importance of looking after Devon and Cornwall's interests and the need for the Authority to give a steer towards equal share funding for the post and the need for the Authority to be informed of any additional 'administrative costs'.
- That there will be some strands of work that individual Forces will not be involved with.
- Concerns raised around how the resolutions of the paper (especially point 3) are framed. The concerns related to if something went wrong with the collaborative programme that Devon and Cornwall would be left with the associated costs of a Deputy Chief Constable. Members were informed that there would be a legal requirement on all regional Police Authorities within a Section 23 agreement regarding the commitment to the funding.
- That the proposed Section 23 agreement is due to be taken to the PAJC meeting on the 4th May 2010. The Chairmen reassured Members that he would ensure that the legal requirement on all Police Authorities surrounding commitment to funding is in this document.
- A Member asked why Devon and Cornwall were not involved in the creation of a shared firearms training facility. The Chief Constable explained that this piece of work was for a physical range to be built and Devon and Cornwall already have one and due to geography of the region another range is needed.
- The Chief Executive formally approached regional colleagues with a proposition to 'share' this function or develop an appropriate collaborative arrangement of mutual benefit. Unfortunately, on this occasion, opportunity and timing militated against this, although the principle was accepted as a sound one for future purposes. Members expressed disappointment that this could not be progressed.
- Whether there was any update on the publication of papers and minutes for the PAJC meetings. It was confirmed that Devon and Cornwall Police Authority are the secretariat for the PAJC and future open papers will be advertised on the Authority's website for members of the public to access.
- That Members would like to start seeing reports detailing the benefits that Regional Collaboration will bring to Devon and Cornwall.
- A Member asked who would be giving HR and financial advice to the programme. It was confirmed that there has not been a single HR or Finance Director to date advising the programme however, each element of the programme has a designated HR and Finance Director from one of the five Forces supporting every specific initiative. Chris Haselden and Sandy Goscomb have been giving advice relating to the new Deputy Chief Constable in collaboration with the other five Forces. It

was confirmed that there is a formal group that meet under the collaboration agreement which consists of the HR and Finance Directors and they have been meeting for the past 18 months.

- That the Serious Organised Crime project has been discussed at the Protective Services Working Group and Members can view the minutes if they feel necessary.

RESOLVED that

- (i) **The Authority considers the progress on Regional Collaboration made over recent months, and acknowledges the leading contribution of Devon and Cornwall; specifically with the election of Mike Bull as Chair of the Police Authority Joint Committee, Police Authority Support Team acting as Secretariat, and Police Force preparing to appoint the Senior Responsible Officer (SRO)/Deputy Chief Constable**
- (ii) **Members validate the regional arrangements in place to tackle Serious Organised Crime via a Lead Force Model, effective from 1st April 2010**
 - **Members endorse the decision to appoint an additional Deputy Chief Constable in the region under Devon and Cornwall Police Authority's terms and conditions, to act as the Senior Responsible Officer for the Collaborative Programme subject to assurance that in any section 23 agreement there is wording relating to what would happen if any particular Authority sought to withdraw from the project and if there were any residual costs relating to this post.**
- (iii) **Endorse continued efforts to explore and develop collaborative initiatives with other Police Authorities in the region.**
- (iv) **Affirm that delegated power be given to the Chair and Vice Chair of the Authority to take the concerns of 'costs' of the Deputy Chief Constable to the next Police Authority Joint Committee Meeting.**

P/2419 HMIC Value for Money Profiles

The HMIC have developed a value for money (VFM) profile for each force / authority area. The profile provides comparative and benchmarking information on resourcing, expenditure and where possible outputs and outcomes. The profiles were circulated to all members on the 26 March 2010 along with the HMIC user guide and a short briefing note.

The HMIC's stated aim is for the profile to be utilised as a diagnostic tool to help authorities ask the right questions as part of their oversight and scrutiny functions. It is clear that the information contained within the profile is highly relevant to the Police Authority's objective of securing value for money in the delivery of policing services.

The Chief Executive presented a report which sets out a proposed approach which enables the Police Authority to develop a strategy for improving Value for Money

RESOLVED that

- (i) **Members consider the matters under paragraph 4 and agree to the proposed approach which enables the Police Authority to develop a clear strategy and work plan for improving Value for Money prior to and during the forthcoming comprehensive spending review period, both in relation to its own expenditure and performance and that of the force.**
- (ii) **Members to receive a detailed analysis and interpretation of the Value for Money profiles at the Police Authority Seminar on 22 July 2010, with the intention of formulating an approach across the work of relevant committees, and for quarterly review at full Police Authority.**

P/2420 Single Equality Scheme

The Authority has merged its existing three equality schemes for race, disability and gender and extended its approach to equality and diversity to encompass sexual orientation, religion and beliefs, trans-gender, age and socio-economic inequality. The Authority will bring these 8 strands of diversity together to create an overarching Single Equality Scheme.

This paper submits the Draft Single Equality Scheme and Action Plan and requests approval that the Scheme and Action Plan be released for public consultation.

Issues discussed during consideration of this item included:

- That the Scheme has been looked into at quite some depth by the Diversity and Equality Working Group
- That an enormous amount of work has gone into the scheme. Appreciation was given to Gill Bishop, Policy Officer, for her contribution
- The importance of producing a brief overview document once the final version of the scheme is complete

RESOLVED that the Draft Single Equality Scheme and Action Plan be published for public consultation.

P/2421 Devon and Cornwall Police Authority and Devon and Cornwall Police Joint Partnership Strategy

Following consultation with Members it was agreed that the Authority and the Force should have a Joint Partnership Strategy. It is intended that the strategy should be supported by complementary documentation, for both the Authority and the Police Service, which provides more detailed information, guidance and checklists. The Strategy was circulated to Members' prior to the meeting.

Issues discussed during consideration of this item included:

- That the Chief Constable felt that the Strategy was not ready to come to the Authority for approval and questioned if it had been signed off at the Community Engagement Committee. After reading the document the Chief was not happy with the quality and felt it did not feel like a Strategy
- Members were informed that the Strategy did go to the Community Engagement Committee and was sent out to a number of people prior to the Committee asking for feedback, none of which was received
- The need for the Strategy to drive the Authority in relation to Collaboration and Value for Money
- The importance of having timescales for the completion of the document
- That the Strategy should be taken back to the next Community Engagement Committee on 13th May for final sign off. This will then allow the Chief Constable to add any comments he has

RESOLVED that delegated power be given to the Community Engagement Committee to approve and adopt the Devon and Cornwall Police Authority and Devon and Cornwall Police Joint Partnership Strategy.

P/2422 Police Authority Constitution – Allowances Scheme

A draft Members allowances scheme was circulated to Members prior to the meeting. This scheme was the output from the Task and Finish Group and is the scheme they are recommending the Authority agrees and adopts with effect from 1 April 2010.

Issues discussed during consideration of this item included:

- That a couple of amendments had taken place at the last Corporate Governance Committee including passenger allowances

RESOLVED

- i. That if in the Chief Executive's view there has been a significant change in fuel costs since the previous review the Chief Executive has delegated Authority to change the mileage rate following consultation with the Authority Chair and the Treasurer.**
- ii. That the allowances scheme as presented be approved and adopted and the Authority's constitution is amended accordingly**
- iii. That the Members Allowances Scheme is contained within the existing budget provision**
- iv. that the implementation of the revised scheme is effective from 1 April 2010**
- v. that the Members Allowances Scheme Task and Finish Group is formally disbanded**

P/2423 Police Dog Welfare Scheme Annual Report 2009-10

The purpose of the Police Dog Welfare Scheme is to enable an independent observation, comment and report on the conditions under which police dogs are housed, trained and transported with a view to securing greater public understanding and confidence in these matters. This arrangement also provides an independent check on the way police dog handlers carry out their responsibilities with regard to the welfare of animals in their care.

This report summarises the output from the Devon and Cornwall Police Authority Police Dog Welfare Scheme for the period 1 April 2009 to 31 March 2010.

Issues discussed during consideration of this item included:

- A correction was made to a bullet point on Air Conditioning on page 2. Members were informed that this issue had been taken up with the Force some time ago who positively responded to the issue last summer. It was agreed that this response would be put on file within the Authority Office.
- That future Police Dog Welfare Annual Reports shall include the percentage and number of Police dogs seen by Independent Annual Welfare Volunteers in Devon and Cornwall compared to the total amount of Police Dogs in the region
- Appreciation expressed to the volunteers who carry out the welfare checks on the dogs

RESOLVED That the Authority notes the content of the report.

P/2424 Committee Minute Pack

This pack provided minutes of the Committee meetings that have taken place since the last meeting of the Authority on 12th February 2010.

RESOLVED that the minute pack be noted.

The meeting closed at 12:45